

Matti Hicks

<http://hicksresearch.com>

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Employment

5/2019 – current	<p>Credit Suisse Senior User Researcher Zürich, Switzerland Researching to improve digital products, services, and experiences across all divisions within the global bank. Co-managing the UX Lab.</p>
9/2016 – 3/2019	<p>EF Education First UX Researcher Lucerne, Switzerland Led research on the product team responsible for transforming the future of the global education company with over 45,000 employees.</p>
3/2013 – 08/2016	<p>Novartis Senior UX Researcher Basel, Switzerland Led the research and design of social technologies within an institute focused on drug discovery.</p>
09/2012 – 02/2013	<p>Moving to Switzerland, World Health Organization Writer Geneva, Switzerland Moved to Switzerland and shortly thereafter started writing, editing, and finalizing communications material to the Member States of the United Nations.</p>
03/2010 – 08/2012	<p>Midwife's Ultrasound, Bill & Melinda Gates-sponsored project UX Researcher and Designer Seattle, Washington Researched for and designed an ultrasound device UI for midwives in developing regions, specifically for those working in remote villages. Link to project and publications</p>
06/2011 – 08/2011	<p>Erasmus Studio Research intern Rotterdam, the Netherlands Researched and designed a web-based photo archive that facilitated access to over thirty years of photos from Dutch history textbooks.</p>

07/2009 – 03/2010

University of Washington

Research assistant

Seattle, Washington

Researched student perspectives on engineering education through a four-year study sponsored by the National Science Foundation.

Education

08/2012

University of Washington, Seattle, Washington, USA

Bachelor of Science, Informatics: Human-Computer Interaction

Bachelor of Arts, Comparative History of Ideas with Honors

3.91/4.00 scale Grade Point Average, *summa cum laude*

2012 Faculty Award for Student Excellence in Informatics

Member of Phi Beta Kappa

Skills

Specialties: user journeys, field study, 1:1 interviews, surveys, JTBD, usability testing, research design, roadmap co-planning, persona creation, workshops

Applications and Technology: Ethnio, FullStory, Airtable, Adobe Omniture, Typeform, Optimal Workshop, UserTesting.com, UsabilityHub, Intercom, Sketch, Invision, Zeplin

Volunteer work: Digital Advisor for Jüdische Liberale Gemeinde Or Chadasch Zürich and Beth Shalom Milano

Languages: English, German (B2)